

## **Netel WebPhone User's Guide**

### **1<sup>st</sup> Time Setup**

Insert the WebPhone to USB port, wait for pop-up screen, enter the Phone Number & Phone Password as shown in the separate card attached with the WebPhone, then click "Save".

The message "Connect Timeout" will be changed to "Registered" and the WebPhone is ready to use instantly. If not, please ensure the number & password is correctly entered & the internet connectivity is working properly. Then check whether there is/are any Firewall and/or Anti-Virus System running which may block our WebPhone. Try to disable the Firewall and Anti-Virus System temporary to see whether the WebPhone can be Registered or not.

### **Dialing Method**

Point-to-Point : Key-in the 7-digit number and press "Enter".

IDD : Key-in "Country Code + Area Code + Number" and press "Enter". (No Prefix required)

### **Customer Self Care Website**

Click the Logo on the WebPhone, login with your Phone Number & Web Password as shown in the separate card attached with the WebPhone. Check your Online Balance, Calling Details, Recharge or Change Password.

### **Customer Support**

Click the "?" icon on the WebPhone to visit our Q&A page at

<http://www.netelwebphone.com/public/theme19/en/qanda.htm>

or send your inquiry to our support email at [Support@NetelWebPhone.com](mailto:Support@NetelWebPhone.com)